

~~David Duvall~~

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**From:** ~~Carrie Clark~~  
**Sent:** Tuesday, February 05, 2019 1:10 PM  
**To:** ~~David Duvall, Jennifer Clark~~  
**Subject:** Fw: Ring Neighbors Portal - Scheduled Webinar

Here is a date that I am setting the Ring LEO portal up. Please attend and if any other of the Sgt's or officers that need to. I think it would be a good idea for the Sgts to attend/or have access to so they have full knowledge of how the portal would benefit them on calls.

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**From:** YouCanBook.me <notifications@youcanbook.me>  
**Sent:** Tuesday, February 5, 2019 1:05 PM  
**To:** ~~Carrie Clark~~  
**Subject:** Ring Neighbors Portal - Scheduled Webinar

Good day ~~David~~

Thank you for booking your appointment on Thursday, February 14, 2019.

Here are the details for our call:

Booking starts: Thursday, February 14, 2019 2:00 PM (US/Central)

Duration: 2 hours

Please join this call through your computer for a webinar presentation with the attached link below.

<https://ring.zoom.us/j/7101637734>

Please have the department's PIO attend this meeting. Please feel free to forward this invitation to anyone in the department who may benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities.

Prior to the meeting, attendees are encouraged to download the free "Neighbors by Ring" app (IOS & Android).

My details:

~~David Duvall~~

Ring

1523 26th Street, Santa Monica, CA 90404

Cell: 832-992-9910

If this event hasn't been added to your calendar automatically, you can add it using these links:

[ADD TO GOOGLE](#) [ADD TO OFFICE 365](#) [DOWNLOAD CALENDAR INVITE](#)

[Click here to cancel this booking](#)

[Click here to reschedule this booking](#)



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**Neighbors by Ring**  
Memorandum of Understanding

This agreement is entered into this 14<sup>th</sup> day of February 2019 by and between Ring LLC ("Ring") and Basehor Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Basehor ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

**Ring**

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

**Agency**

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

**Press Release**

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

**Term**

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

**Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

**Compensation**

At no point shall either party receive compensation from each other as a result of this program.

**Confidentiality**

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

3/25/2019

Date: \_\_\_\_\_

By: \_\_\_\_\_

DocuSigned by:  
[Redacted Signature]  
369F1A1F19C3476...

Name: \_\_\_\_\_

Title: \_\_\_\_\_ Director of Operations

Agency

Date: 03/22/2019

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: Chief of Police



David Duval

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**From:** [REDACTED]  
**Sent:** Friday, February 15, 2019 3:25 PM  
**To:** [REDACTED]  
**Subject:** Fw: Ring MOU - Basehor Police Department

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**From:** [REDACTED]@ring.com>  
**Sent:** Friday, February 15, 2019 3:25 PM  
**To:** [REDACTED]  
**Subject:** Re: Ring MOU - Basehor Police Department

Detective [REDACTED]

Please find the details below for the discount offered to your agency.

Information

- Code - **nblivgov**
- Please use the link [ring.com](https://ring.com). The discount code will only work when used through [ring.com](https://ring.com).



Home Security Systems | Smart Home Automation | Ring

[ring.com](https://ring.com)

Protect your home & loved ones by monitoring what's important from anywhere using your phone. Shop video doorbells, indoor & outdoor security cameras, alarm systems & more!



## Home Security Systems | Smart Home Automation | Ring

ring.com

Protect your home & loved ones by monitoring what's important from anywhere using your phone. Shop video doorbells, indoor & outdoor security cameras, alarm systems & more!

- 
- Please purchase the device from Ring using your specific work email address.
- Everyone in your agency will get \$50 off Ring Video Doorbell 2, Video Doorbell Pro, Video Doorbell Elite, Security Cams and Ring Alarm.
- The promotional offer is only available while supplies last.

Please contact me if you have any questions. Thank you for your time.

Sincerely,

**[REDACTED]**  
Territory Manager | Growth Strategy | Ring  
T 832.992.9910 E **[REDACTED]**@ring.com



1523 26th Street, Santa Monica, CA 90404

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)

Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

On Thu, Feb 14, 2019 at 3:09 PM Rohit Murti <[rohit.murti@ring.com](mailto:rohit.murti@ring.com)> wrote:

Detective **[REDACTED]**

Thank you again for arranging our meeting and for gathering your colleagues to learn about Ring's approach to reducing crime in communities. I will share the coupon codes with you shortly.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.



Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement.
2. Community Engagement - Law Enforcement's ability to join the conversation (about posted video or in response to posted comments).
3. Alerts - You may post alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with that task, please feel free to contact me at any time. My cell number is 832-992-9910. If there are changes necessary, I can assist with the business language before we submit the document to legal for final approval.

Thank you again for meeting with me. I look forward to working with you and Basehor Police Department.

Sincerely,

  
Territory Manager | Growth Strategy | Ring  
T 832.992.9910 E @ring.com

ring

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David Duvall

**From:** Carrie Clark  
**Sent:** Friday, February 15, 2019 4:27 PM  
**To:** Victor Gutierrez, Robert Van Cleave, Bob Pierce, Jennifer Kohl, David Duvall, Clinton Herman, Jason Colobong, Eric Witzleb, Cory Hayner, Dennis Perty, Jessie Bond, Richard Bevell II, Zachary Osborn, Terry Lewis  
**Subject:** Fw: Ring MOU - Basehor Police Department

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**From:** Ronit Murt [mailto:ronit.murt@ring.com]  
**Sent:** Friday, February 15, 2019 4:00 PM  
**To:** Carrie Clark  
**Subject:** Re: Ring MOU - Basehor Police Department

Detective Clark

Please discard the code shared in my previous email. Please use the code - NBBASEHOR. Please be sure to login from your work email that ends with [@basehorpolice.org](mailto:@basehorpolice.org).

Sincerely,

**Ring Murt**  
Territory Manager | Growth Strategy | Ring  
T 832.992.9910 E [ronit.murt@ring.com](mailto:ronit.murt@ring.com)

ring

1523 26th Street, Santa Monica, CA 90404

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Detective Clark

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**Territory Manager | Growth Strategy | Ring**  
 T 832.992.9910 E [\[REDACTED\]@ring.com](mailto: [REDACTED]@ring.com)



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 Detective [\[REDACTED\]](mailto: [REDACTED])

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ring

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Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

**From:** [REDACTED]  
**Sent:** Tuesday, March 26, 2019 9:42 AM  
**To:** [REDACTED]  
**Subject:** Fw: Neighbors Portal by Ring: Onboarding for Basehor Police Department, KS  
**Attachments:** Ring MOU - Basehor Police Department, KS.pdf

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**From:** [REDACTED]@ring.com>  
**Sent:** Tuesday, March 26, 2019 9:39 AM  
**To:** [REDACTED]  
**Subject:** Neighbors Portal by Ring: Onboarding for Basehor Police Department, KS

Detective [REDACTED],

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Account Manager - Barry Parker.

Barry brings extensive experience in the business and is well positioned to successfully onboard and work with you and Basehor Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and Barry. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership
  - Name - Detective [REDACTED]
  - Email - [REDACTED]@basehorpolice.org
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR
  - Name - Captain [REDACTED]
  - Email - TBD
- **Social Media Coordinator** - person(s) in the department who manage(s) comments on Facebook, Twitter, NextDoor, etc
  - Name - TBD
  - Email - TBD
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.
  - Name - Captain [REDACTED]
  - Email - TBD

- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.

- Name - Detective **[REDACTED]**
- Email **[REDACTED]**@basehorpolice.org

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. Barry, could you please coordinate with Detective Clark to identify a day and time that works for both of your schedules?

Thank you, to you both, for your time.

Sincerely,

**[REDACTED]**  
Community Partnerships Manager | Ring  
T 832.992.9910 E **[REDACTED]**@ring.com



1523 26th Street, Santa Monica, CA 90404

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Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)  
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USA Today: [Police say crime drops with video doorbell](#)



**David Duvall**

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**From:** David Duvall  
**Sent:** Thursday, March 28, 2019 9:24 AM  
**To:** [REDACTED]@ring.com  
**Subject:** Accepted: Fw: Invitation: Portal Onboarding + Basehor PD 11am PST @ Tue Apr 9, 2019 11am - 12pm (PDT) [REDACTED]@basehorpolice.org)

**David Duval**

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**From:** [REDACTED]  
**Sent:** Thursday, March 28, 2019 3:55 PM  
**To:** [REDACTED]  
**Subject:** Fw: PR Intro + Materials - Basehor PD, KS Joins Neighbors

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**From:** [REDACTED]@ring.com>  
**Sent:** Thursday, March 28, 2019 12:34 PM  
**To:** [REDACTED]  
**Cc:** Media  
**Subject:** PR Intro + Materials - Basehor PD, KS Joins Neighbors

Hi Detective,

Now that we have our Remote Onboarding set for April 9th, at 9am PST, I wanted to introduce Kaleigh Bueckert-Orme from our PR Team (CC'd) along with initial press packet of materials below for

First announcement item to note is the In-App message pushed out by Ring just before your Remote Onboarding as simple a courtesy message so our existing users in the area know that your Department will be joining the conversation (see example & more info [here](#)).

**Beyond the in-app message, please review the press packet materials below and be sure to coordinate broader announcement plans and draft materials with Morgan / our media team in advance and before anything can go out to the press or public.**

[Click here](#) to access the Announcement Press Packet and download the following materials;

- 
- **Press Release Template:**
  - Meant as a starting point template with standard messaging for you to update and send as final draft (via
  - [Media@ring.com](mailto:Media@ring.com))
  - so our PR team can review and sign off before your team distributes via local press list, Dept. website, social media pages & any other preferred channels.
- 
- 
- **Sample Social Media Posts:**
  - Sample content for posting the initial announcement via Facebook, Twitter, Nextdoor & any other social channels in tandem with
  - the press release.
- 
- 
- **Talking Points & Reactive Q&A:**

- Basic talking points and answers to commonly asked questions for Dept. representatives to use when speaking about the Neighbors app and our partnership with the press/public.
- 
- 
- **Neighbors App Logo & Imagery:**
- High-res versions of the Neighbors app logo and other contextual images to incorporate with PR materials as needed.
- 

The Neighbors App download link and simple text info below should be included in the initial announcement and in any future public communications from the Dept. when appropriate so that residents are able to download the app and participate;

**Download Link:** [download.ring.com/neighbors](https://download.ring.com/neighbors)

**Simple Text Info:** Or, simply text 'StaySafe' to 555888 from your smartphone. *(not case sensitive)*

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,

[Redacted Signature]

[Redacted Name], Partner Success Associate

ring

1523 26th St  
Santa Monica, CA 90404

[Redacted Email]@ring.com

855.688.7756. ext.46

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

**From:**  
**Sent:**  
**To:**  
**Subject:**

Ring Team <no-reply@ring.com>  
Friday, May 17, 2019 11:59 AM  
[REDACTED]  
You've been invited to join Ring Neighbors Portal



**You've been invited to join Ring Neighbors Portal.**

Ring invites you to join the **Basehor Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Basehor Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

\*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.  
Unfortunately, Internet Explorer is currently not supported.



Email intended for [dduvall@basehorpolice.org](mailto:dduvall@basehorpolice.org).

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ring

**From:**  
**Sent:**  
**To:**  
**Subject:**

Ring Team <noreply@asknicelyemail.com>  
Friday, May 31, 2019 12:07 PM

Hi [REDACTED] just a quick question about Ring Neighbors Portal



How likely are you to recommend Ring's Neighbors Portal to others in law enforcement?

0	1	2	3	4	5
6	7	8	9	10	

1 - Not Likely

10 - Extremely Likely

The email was sent by AskNicely on behalf of Ring's Neighbors Portal.

Powered by AskNicely

[Privacy](#) [Unsubscribe](#)



David Duval

**From:** Barry Parker <barry.parker@ring.com>  
**Sent:** Wednesday, June 12, 2019 5:04 PM  
**To:** David Duval  
**Subject:** Portal Video Request and New Alert

Hi Captain,

I noticed you recently made a video request, and your department is somewhat new to the Portal so I thought I would reach out. Our most successful agency will create a new alert when sending a video request on the Portal. Sometimes the person that might have the video that you're looking for will have another home security device but has the Neighbors app. Below is an example of one of our Portal partners making an alert. Let me know if you have any questions my direct cell phone number is 303-416-0307.

Frisco PD January 23, 2019 03:55

● Safety



**Burglary Arrests - Report 19008556**

Good morning! We are currently investigating several vehicle burglaries in your area and are asking for your help. Last night between 11:30pm and 01:30am several burglars were entering vehicles illegally. Officers responded and made several arrests. Please check for vehicles for signs of entry and also take a look at any camera systems you have for potential evidence that can make a big difference in the case (see attached photo). If you are a victim, please call 972-292-6010 and make a report. If you have evidence but was not victimized, please call the same number and add to report #19008556. If you are a Ring user, you can expect a separate email from us with specific video requests. Thank you all so much for your help. Stay Safe!



0



Reply

Partner Success Associate  
@ring.com



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center.](#)



[REDACTED]

---

**From:** [REDACTED]@ring.com>  
**Sent:** Tuesday, October 01, 2019 12:22 PM  
**To:** [REDACTED]  
**Subject:** Kansas Open Records Act - Ring

Thank you for notifying us of the request that you received under Kansas' open records law. We write to request that the names, email addresses, and other contact information of Ring employees be redacted from public disclosure.

Ring employees have strong personal privacy interests in their names and contact information. As private employees of a private company, moreover, Ring employees' names and contact information are not a legitimate matter of public concern. Ring employees' interest in the privacy of their contact information thus outweighs any possible public interest in such information. *See, e.g.,* 5 U.S.C. § 552(b)(6) (exempting from disclosure under the federal Freedom of Information Act (FOIA) "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy"); *Associated Press v. Dep't of Justice*, 549 F.3d 62, 65 (D.C. Cir. 2008) (noting that a citizen's name and address have "been found to implicate a privacy interest cognizable under the FOIA exemptions").

If you do not intend to redact Ring employees' names and contact information, please let us know so that we can discuss further. If you have any other questions, please feel free to contact us. Thank you for coordinating.

[REDACTED]  
Associate Corporate Counsel  
[REDACTED]@ring.com

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ring

1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.